



RMA #:	
Serial #:	
Authorized by:	Date:
Call Tag Being Issued	<input type="checkbox"/>
Exchange Merchandise	<input type="checkbox"/>
Credit	<input type="checkbox"/>

/ RMA Form

Return Instructions:

Please contact our sales department at (909) 923-7500 for a RMA (Return Merchandise Authorization) number. Important: Merchandise returned without this number will not be credited. An RMA number does not imply a replacement or refund, but only that we will inspect the merchandise based on your claim. Please follow all these listed instructions carefully. You will be credited upon the condition of the merchandise received. We will not be responsible for any damage due to improper packaging or mishandling by customers or the carrier.

- Contact your sales representative for a RMA number.
- Include a copy of the original Invoice inside the box.
- Write the RMA number on the outside of the package. If it is not legible, the package may be refused and returned back to you at your expense.
- The wheel must be well secured and protected inside the box, all original packaging received with the wheels must be reused in the same manner. (If you need extra packaging, please contact your sales representative).
- Wheel must be double-boxed at all times.
- When returning 2 wheels, you must include the "v-board" cardboard securely placed on all sides of the wheels.
- All return merchandise must be sent freight prepaid. Collect shipments will not be accepted, customer is responsible for freight charges back to Vellano Wheels.
- Return package within 10 working days after the RMA number has been issued or the RMA will be cancelled.
- Insure package for the proper value.

Return Subject to the Following Terms:

Returns will only be accepted within 30 days of purchase, only new resalable items in the original packaging will be considered for return or credit. Credit cannot be issued for merchandise that is used or has been mounted; wheel fitment must be confirmed before mounting tires. Returned merchandise is subject to a 20% restocking fee. Merchandise that has been modified from its original condition (drilled, centerbored, chromed, painted, mounted, scratched, etc.) will not be accepted. Original shipping and handling charges are not refundable or creditable. All approved returns are for credit only. Any refused shipments returned to Vellano Wheels does not constitute the right to a refund or credit.

Damages or Shortages: It is the responsibility of the buyer to inspect shipments received from Vellano Wheels. Vellano Wheels responsibility for a shipment ceases when the carrier accepts the shipment. Visible damage, concealed damage, or shortage claims caused in transit must be made directly to the freight carrier. It is required that all carrier freight bills be signed "subject to inspection". It is the responsibility of the Buyer and the carrier to rectify claims. Damage claims, shipment discrepancies or manufacturing defect must be made to Vellano Wheels within 24 hours of receipt of order.

Warranties: Wheels are warranted for a period of one year from the date of purchase against defects in materials or workmanship such as peeling, flaking or blistering of plating. The warranty does not cover corrosion or discoloration due to chemicals (including excessive exposure to road salt or other common deicing agents), detergents, polishing compounds or abrasives used in improper cleaning. The warranty does not provide coverage for plastic parts that are vacuum metal or coated with semi metallic finishes. The warranty will be void if wheels are damaged from mechanical car wash equipment, nicks from road hazards, improper tire mounting, use of clip on weights, improper installation, accident or curb damage, normal wear and tear, and neglect. On occasion, you may see pits or minor imperfections on any chromed wheel, these imperfections are results of the manufacturing process of the wheel itself and therefore are not considered to be chrome defects; therefore, chrome warranty does not apply to these imperfections. The warranty will cover the costs of re-processing of the chrome by the original vendor, freight and expenses incurred for labor and mounting or dismounting of tires are not covered by the warranty and therefore will remain the responsibility of the Buyer. It is the Buyer's responsibility to inspect wheels prior to mounting of tires or installation on any vehicle. Wheels that have been mounted with tires or installed on the vehicle will not be accepted for replacement under warranty. Wheels that are returned for any reason will need to be sent freight prepaid (please see "Return Policy" for additional details). Returned merchandise will need to be properly packaged and prepared for shipment. Vellano Wheels will not accept responsibility for damage due to lack of proper packaging or mis-handling by any shipping company. Take steps to inform your customers of their responsibilities in order to avoid misunderstandings regarding the limits of coverage under this warranty.

WAIT FOR CONFIRMATION BEFORE RETURNING PRODUCTS ENCLOSE A COPY OF THIS FORM WITH YOUR RETURN

Name:	
Company:	Acct. No:
Address:	
Tel:	Fax:
Vellano Sales Rep:	

Qty:	Style:	Description:
Reason for Return:		

Qty:	Style:	Description:
Reason for Return:		

Qty:	Style:	Description:
Reason for Return:		

Qty:	Style:	Description:
Reason for Return:		

VELLANO FORGED WHEELS

PHONE: 909-923-7500 • FAX: 909-923-6275 • ADDRESS: 1680 S. GROVE AVE. #A. ONTARIO, CA. 91761 • WEBSITE: VELLANOWHEELS.COM